

## **THE BERKSHIRE GAS COMPANY**

Request by The Berkshire Gas Company for approval of its Service Quality Report for the period January 1, 2004 through December 31, 2004.

---

On March 1, 2005, Berkshire Gas Company, ("Company") filed with the Department of Telecommunications and Energy ("Department") its Service Quality Report ("SQ report") for the period January 1, 2004 through December 31, 2004. The Department will review the SQ report for compliance and to insure that the Company has met or exceeded goals for all service quality indices.

The Department will accept written comments on the Company's SQ report. Persons wishing to submit such comments on the Companies' report should file as follows: an original with Mary L. Cottrell, Secretary and seven (7) copies with the Hearing Officer, Jody Stiefel. The original and copies should be delivered to the Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110, not later than 10:00 a.m. on Wednesday **April 21, 2005**.

All written documents should be submitted to the Department in electronic format using one of the following methods: (1) by e-mail attachment to [dte.efiling@state.ma.us](mailto:dte.efiling@state.ma.us) and [Jody.Stiefel@state.ma.us](mailto:Jody.Stiefel@state.ma.us), or (2) on a 3.5" disk, IBM-compatible format. The text of the e-mail or the disk label must specify: (1) the docket number of the proceeding (D.T.E. 05-13); (2) name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be created in either Corel WordPerfect, Microsoft Word, or as an Adobe-compatible PDF file. Data or spreadsheet responses should be compatible with Microsoft Excel. All comments submitted in electronic format will be posted on the Department's Web site: <http://www.mass.gov/dte/>.

The Company's SQ report may be inspected at the offices of the Department during normal business hours (Monday through Friday, 9:00 a.m. to 5:00 p.m.). The Company's SQ report is also available on the Department's Website. Any person desiring further information regarding this notice should contact Jody Stiefel, Hearing Officer, Department of Telecommunications and Energy, at (617) 305-3500.

By Order of the Department,

---

Mary L. Cottrell, Secretary